

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

Date of review/approval: May 11, 2011 Motion:

Chairperson's Signature:

Per-1 Definitions

In the Grand Valley Public Library Board Personnel Policy,

- a) "Board" means the Grand Valley Public Library Board
- b) "Employer" means the Grand Valley Public Library Board
- c) "Library" means the Grand Valley Public Library Board
- d) "CEO" means the Chief Executive Officer of the Grand Valley Public Library Board
- e) "Employee" means any person employed by the Grand Valley Public Library Board
- f) "Permanent Employees" are those given permanent appointment to staff after satisfactory completion of a probationary period
- g) "Casual Employees" are those employed on an irregular basis for temporary replacement of, or supplement to, permanent employees
- h) "Contract Employees" are those employed under such conditions and for such a period of time as specified in a formal contract signed by both Employer and Employee.

Per-2 General Information

1. All employees are employed by the Grand Valley Public Library Board. Personnel policies and practices are established by the Board.
2. The personnel employed by the library constitute an important resource for the provision of high quality public library service. Important contributions to the service are made by all staff members. The library will provide the best service when it employs competent personnel, provides for staff development activities, and establishes policies and working conditions which are conducive to high morale and which enable each staff member to make the fullest contribution to the library's programs and services.
3. It is the desire of the members of the Grand Valley Public Library Board to make clear the duties and responsibilities of each employee, to compensate each in accordance with his or her duties and responsibilities, and to follow employment practices which enhance library service.
4. In all employment practices, the Grand Valley Public Library Board subscribes to the provisions of the current *Employment Standards Act* of Ontario and the current *Ontario Human Rights Code*, and the *Municipal Freedom of Information and Protection of Privacy*.

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Per-3 Responsibilities of the Board and CEO

1. The Board hires, evaluates, sets the level of remuneration for, and, if necessary, dismisses the CEO.
2. The CEO hires, evaluates, promotes and, if necessary, dismisses all other employees of the library.
3. The CEO establishes and maintains personnel procedures and directs the training and development, performance evaluation, salary administration and discipline of staff.
4. The CEO recommends staff compensation levels and salary administration policies for approval by the Board.
5. The CEO advises the Board on staffing requirements.
6. The CEO acts as liaison between the staff and the Board.
7. The CEO prepares work and vacation schedules and authorizes leaves of absence.

Per-4 Job Descriptions

A written job description shall be developed for each staff position. The CEO's job description shall be prepared by the Board. All other job descriptions shall be prepared by the CEO, in consultation with the person holding the position (if applicable). A job description shall include the following:

- a) job title;
- b) qualifications required;
- c) specific tasks;
- d) supervisory responsibilities;
- e) record keeping and reports;
- f) accountability.

Job descriptions shall be reviewed annually.

A copy of the job description shall be initialed by the employee and filed by the CEO in the library's personnel file, a copy given to the employee, and a copy added to the personnel policy manual.

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Per-5 Eligibility for employment

1. Desirable qualities and qualifications of a prospective employee shall be based on the responsibilities and requirements outlined in the job descriptions for the position being filled. Such qualities and qualifications may include education, special training, basic skills, experience, potential, personality, and compatibility and may be determined on the basis of the written application, the personal interview during which a test or skill may be given, and personal and professional references. They shall be set by the Board for a prospective CEO and by the CEO for all other prospective employees.
2. To help ensure that staff appointments and subsequent administrative decisions are made in the best interests of the library, a person who is a member of the Grand Valley Public Library Board shall not be considered for appointment to the library staff. In addition, an employee of the library cannot be supervised by a member of his/her family, including families in common-law relationships, or share a common supervisor with a family member.
3. The provisions of the *Ontario Human Rights Code* shall be followed, including non-discrimination towards prospective employees for reasons of race, creed, colour, age, sex, sexual orientation, marital status, nationality, ancestry, or place of origin.
4. In considering appointments to temporary positions, preference shall be given to applicants whose qualifications shall make them eligible for appointment to the permanent staff.

Per-6 Notice of Vacancies

1. When vacancies occur or new positions are created, the CEO (or the Board, when recruiting a new CEO) shall ensure that notice thereof, outlining the position and qualifications required, shall be placed in the newspaper, online, and in a bulletin to be posted in the library at least one week prior to the appointment being made. Vacancies in positions normally filled by students (e.g. pages) will be advertised on the library and school bulletin boards only.
2. When vacancies occur or new positions are created, all members of the staff shall be notified, and those who possess the necessary qualifications shall be considered for appointment.

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Per-6 Interviewing candidates

1. No employee of the library shall be hired without a personal interview. A prospective CEO shall be interviewed by a special committee of the Board. All other prospective employees shall be interviewed by the CEO.
2. The CEO may choose to involve Board members and/or supervisory staff in the interview process in the form of an interview committee.
3. When preparing to conduct interviews, the following guidelines shall be considered.
 - a) Establish criteria for selecting candidates based on the job description and desirable qualities
 - b) Evaluate applications and prepare a short list of candidates to be interviewed
 - c) Make an interview appointment with each candidate
 - d) Before the interview, provide each candidate with a copy of the job description for the position
 - e) To ensure fairness, each candidate should be asked the same basic questions
 - f) Candidates should be encouraged to ask as well as answer questions
 - g) Rates of pay and benefits relating to the position should be specified
 - h) Categories by which candidates should be evaluated should include interpersonal skills, education and training, work experience, special skills, and fluency in both official languages
 - i) Personal and professional references should be checked before a final decision is made
 - j) Following the interviews and reference checks, a decision should be made promptly. Both successful and unsuccessful candidates should be notified as soon as possible.

Per-8 Letter of Agreement

1. When a person is employed by the Board, he or she shall receive from the CEO (or, in the case of a newly hired CEO, from the Board) a written statement outlining the agreement reached by the employee and the library.
2. The statement shall indicate:
 - a) Congratulations and welcome to the library staff
 - b) The library's decision to hire the employee for the particular position
 - c) That the employee will initially be hired on a probationary basis for a specified number of months
 - d) The date and time the employee should be present to begin work

- e) The hours of work
- f) The rate of pay, benefits and vacation during and after the probationary period
- g) The length of notice required according to Board policy in case of termination or resignation

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- 3. A copy of this statement shall be filed by the CEO in the library's personnel file.
- 4. The employee shall also receive a copy of the Board's personnel policy statement and a copy of the job description for the position.

Per-9 Date of Appointment

For the purposes other than salary payments, an employee's appointment shall be deemed to have come into effect on the first day of the month that is nearest to the date on which the employee commenced work in the library.

Per-10 Probationary Period

- 1. An initial probationary period of six months shall be established for each position on the library staff during which the employer shall have an opportunity to assess the new employee's suitability for the position. The employee will also decide whether this new job appeals to them.
- 2. Any problems that occur during the probationary period shall be documented by the CEO (or in the case of a probationary CEO, by the Board) and discussed with the employee. The employee shall be provided with an opportunity to improve.
- 3. The employee will be evaluated after three months and again after six months. At the end of three months any shortcomings will be communicated to the employee in writing so she/he can rectify them.
- 4. The probationary period may be extended for an additional three months to ensure that the employee is suited to the position.
- 5. Written reports on how the new employee is or is not able to meet the requirements of the job shall be prepared regularly by the CEO. These reports shall be given to the employee and a copy filed in the library's personnel file.

Per-11 Orientation and Training

The CEO shall ensure that time is spent with new employees during the first few days on the job,

on :

- a) An orientation to the library building, services and organizational structure.
- b) A detailed examination of the job description and the library's personnel policy.
- c) Step-by-step training on procedures for specific tasks.
- d) New employees will not work alone for at least the first month of employment

Per-12 Hours of Work

1. Regular work hours shall be assigned when hiring a new employee. Changes shall be agreed upon by the Board and CEO.
2. Each employee is entitled to take a fifteen minute rest break after working for three hours.

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Per-13 Salaries and Wages

The Board recognizes that the library has an important investment in its staff, and that staff turnover can be costly and wasteful in terms of lost efficiency, time and resources.

1. Grading and rate of pay

All Library staff will be paid at a rate consistent with Pay Equity Legislation.

Salary increases

- a) Upon completion of each twelve consecutive months of continuous employment, each member of the permanent staff whose work has proven satisfactory shall be entitled to receive an increment until the maximum salary for the position held has been reached. Other salary increases shall be granted to staff in keeping with the cost of living increases of the municipality.
- b) When an employee assumes increased responsibility or specialized duties, he or she shall receive commensurate compensation by a revised job description.

2. Pay Period

Under normal circumstances, employees of the library shall be paid two banking days before the end of each month.

All staff are paid bi-weekly.

Per-14 Salary and Wage Scales

The Board shall set the salary scale for the position of CEO and the CEO shall set the salary and wage scales for all other positions, subject to approval by the Board.

Each salary and wage scale shall consist of a range of incremental steps including a probationary step, a base step and four subsequent steps.

The CEO shall be responsible for:

- a) assigning, with the approval of the Board, a salary or wage scale to each job category
- b) each salary or wage increment on the basis of satisfactory performance by the

- employee, at the end of the probationary period and at regular intervals thereafter
- c) reviewing salaries and wages annually with the Board and making recommendations.

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A new employee shall be appointed at the minimum salary or wage of his or her range, but the CEO may recommend an appointment at a rate higher than the minimum assigned to the category if the following conditions exist:

- a) the qualifications and experience of the applicant exceed those for beginning the category
- b) The budget of the library permits the payment of a salary or wage higher than the minimum
- c) It is clearly in the interests of the library to pay a salary or wage higher than the minimum
- d) The salary or wage does not exceed the maximum attached to such a position

Per-15 Benefits

In accordance with federal law, the Board contributes on behalf of its employees toward the Canada Pension Plan (CPP) and to the Unemployment Insurance (UI) system of Human Resources Development Canada.

The Board shall contribute through an Employer's Health Tax to the Ontario Health Insurance Plan (OHIP), on behalf of its employees as required by current provincial legislation.

The Board shall contribute on behalf of each of its full time permanent employees 100% of the employee's monthly insurance premium payable to a group insurance plan. The plan shall include the following: life insurance, long term disability, extended health care, and dental care.

Per-15 Payroll Deductions

Deductions shall be made from each pay, where applicable, for the following:

1. Income tax, Unemployment Insurance and Canada Pension Plan, in accordance with government requirements and schedules.

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Per-16 Promotion

1. When a position becomes vacant, or when a new position is created, any member of the staff possessing the necessary qualifications shall be considered for appointment.
2. Employees promoted to new positions shall be allowed ninety (90) days in which to prove satisfactory and, if they fail to do so, shall, if possible, be returned to their former position without prejudice.

Per-17 Statutory Holidays

All salaried employees are entitled to full salary for each statutory holiday declared by the Board.

The statutory holidays shall be:

New Years Day
Good Friday
Easter Monday
Christmas Day
Canada Day
Family Day

Labour Day
Thanksgiving Day
Victoria Day
Boxing Day
Civic Holiday

An employee does not qualify for a paid holiday if he/she has not been employed for three months, does not earn wages on twelve days of the four work weeks preceding the holiday, or does not work his/her scheduled regular day of work preceding AND following the holiday.

Remembrance Day : The Library will accommodate any employee who wishes to attend the Remembrance Day Service by giving them time off to attend the service and closing the Library during the Service if necessary.

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Per-18 Annual Vacation

Vacation holiday accumulation begins on the first day of employment.

Vacations may be taken anytime within the calendar year with the approval of the CEO and where consistent with good public service.

An employee leaving the library's service before having taken all of his or her allotted vacation shall be entitled to receive vacation pay for the unused balance of vacation in accordance with the provisions of the *Employment Standards Act* of Ontario.

Vacations must be taken in the calendar year they are due; they are not cumulative from year to year.

Vacation time taken shall be determined by seniority and no more than two weeks may be taken at a time during the summer.

Salaried employees are granted vacation pay on the basis of the following schedule:

1 years employment.....	2 week vacation
5 years employment.....	3 week vacation
10 years employment.....	4 week vacation
20 years employment.....	5 week vacation
25 years employment.....	6 week vacation

Part-time and temporary employees are paid vacation pay of four percent of their annual salary, calculated monthly. Two calendar weeks of unpaid vacation time is taken after one year of employment.

Vacation Pay for Part-time Staff

1 year -	4 %	(2 weeks holiday)
5 years -	6 %	(3.5 weeks holiday)
10 years-	8 %	(4 weeks holiday)
15 years-	10 %	(5 weeks holiday)

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Per-19 Leaves of Absence

1. Under special circumstances leaves of absence may be granted by the Board for the CEO, and by the CEO for all other employees of the library. The conditions for a leave of absence are outlined here. Requests for a leave, other than those specified in this section, must be referred by the CEO to the Board, or to the chairperson acting on behalf of the Board, who will decide if the request will be granted and, if so, under what conditions.
2. Leaves of absence, as may be granted under the terms of this policy, shall be considered as continued service by the employee.
3. **Leaves without pay**
 - a) **Pregnancy/Parental leave**
Granted in accordance with the provision of the current *Employment Standards Act*.
 - b) **Compassionate Leave**

An employee who is entitled to personal emergency leave can take up to 10 days of unpaid leave due to:

Personal illness, injury or medical emergency,
or

Death, illness, injury, medical emergency or urgent matter relating to the following family members:

The specified individuals for whom a family medical leave may be taken are:

- the employee's spouse (including same-sex spouse)
- a parent, step-parent or foster parent of the employee or the employee's spouse
- a child, step-child or foster child of the employee or the employee's spouse
- a brother, step-brother, sister, or step-sister of the employee
- a grandparent or step-grandparent of the employee or of the employee's spouse
- a grandchild or step-grandchild of the employee or of the employee's spouse
- a brother-in-law, step-brother-in-law, sister-in-law or step-sister-in-law of the employee
- a son-in-law or daughter-in-law of the employee or of the employee's spouse

- an uncle or aunt of the employee or of the employee's spouse
- the nephew or niece of the employee or of the employee's spouse
- the spouse of the employee's grandchild, uncle, aunt, nephew or niece
- Family medical leave may also be taken for a person who considers the employee to be like a family member.

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c) Special Leave

- i. Leave with pay may be granted for civic or military duty by the Board.
- ii. An employee who is prevented from working a scheduled day due to having to serve on a jury, on a reporting role, or serving as a witness subpoenaed by the Crown Attorney shall be paid the difference between the pay received for such service and the pay that otherwise would have been received from the Board.

Per-20 Sick Leave

1. A permanent fulltime employee shall be entitled to one and one-half (1.5) days sick leave per month with pay to a maximum of eighteen (18) days.
2. After five consecutive sick days, an employee must be able to provide the Board with a doctor's certificate.
3. An employee may use sick leave credits up to a maximum of three days per year to care for sick members of his or her immediate family.

Per-21 Workers' Compensation

1. All employees of the Board shall be covered under the provisions of the Workers' Compensation Act during the performance of their regular duties. The premiums shall be paid by the Board.
2. An employee must report immediately in writing any injury sustained while at work following the Health & Safety Regulations.
3. Time absent due to injuries sustained on the job and covered by Workers' Compensation shall not be deducted from sick leave.

Per-22 Performance Evaluation

1. Regular performance evaluations of each employee shall be carried out to review and evaluate the employee's work performance and to provide an opportunity to discuss job expectations.
2. Employees shall be evaluated at regular twelve month intervals. Probationary

- employees shall be evaluated every three months. Any employee may be evaluated more frequently if this is judged necessary by his or her superior.
3. The Board shall evaluate the performance of the CEO, and the CEO the performance of all other employees.
 4. Performance evaluations shall be conducted privately. They shall follow a standard format, and comments and results shall be recorded on a standard form.

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5. The evaluation should determine whether the employee is doing a satisfactory job, in accordance with the related job description, and whether the employee meets other job expectations such as punctuality, attitude, personal demeanor, and aptitude. The written evaluation form should record the employee's accomplishments, areas requiring improvement, and job-related goals for the period extending to the next evaluation.
6. The employee shall sign the evaluation form to indicate that he or she has been made aware of its contents. The employee shall be provided with a copy of the evaluation, while the original copy shall be retained in the library's personnel file.

Per 23-Work outside the Library

1. Employees may from time to time be called upon by the Board or by the CEO, as part of their regular duties, to attend meetings or to conduct other library business outside of the library premises. Such business may include but not limited to:
 - a) Trips to Ontario Library Service Headquarters
 - b) Trips to workshops
 - c) Trips to local and out-of-town dealers to acquire materials for the library collection
 - d) Visits to school and to other local institutions to promote the library or to discuss library-related business
2. Any reasonable expenses incurred by an employee in carrying out such duties shall be reimbursed by the Board.
3. If, in carrying out such duties, the number of daily hours that the employee is required to work exceeds the number of hours normally worked by that employee, the excess hours may be taken off work at a later date.

Per-24 Training and Development of Staff

Recognizing the benefit to the library operation of a staff that is well-trained and whose skills and knowledge are expanded and kept up-to-date, the Board shall encourage its employees to continue their education and professional development through participation in formal courses, workshops, conferences, or observing in other libraries.

The Board shall give full support to requests from employees wishing to enhance their library

expertise by enrolling in the EXCEL certificate program. This support will include the payment of course fees and the use of library facilities and time in order to complete assignments.

1. An employee wishing to participate in a training and development event or program shall make application in advance to the CEO. The employee must submit a written report so that all staff and trustees may benefit from the experience.
2. If, in the judgment of the CEO, an employee's application is reasonable and of potential benefit to

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3. the library, the Board may:
 - a) Grant a leave of absence with pay of up to five days, or a leave of absence without pay for a longer period of time;
 - b) Agree to cover the cost of some or all of the following: tuition, registration, materials, travel, parking, meals, and accommodation (conferences), upon the employee successfully completing each course.
4. The Board shall make provision for the training and development of employees in the annual budget.

Per-25 Replacement Personnel

In cases where a regular employee is absent from the library due to illness, leave of absence or duties outside the library and where in the opinion of the CEO that employee's duties inside the library must continue to be performed, the CEO may either:

- a) Temporarily reassign the duties of the remaining staff;
Or where this is not practical
- b) Temporarily extend the paid hours of permanent or part-time staff for the required period of time.

Per-26 Grievances

1. In the event of dissatisfaction or complaints concerning working conditions, salary, work load, or interpersonal conflicts, an employee shall take the following steps:
 - a) The employee shall discuss the complaint with the CEO, who shall make every effort to resolve the problem immediately.
 - b) If the problem is still unresolved in a reasonable time, the employee shall put the complaint in writing and submit it to the CEO.
 - c) If the problem remains unresolved (within ten working days), the employee shall direct the grievance in writing to the Board.
2. When a grievance is directed to the Board, the Board may grant a hearing to the parties involved. The Board shall notify the parties involved, in writing of its decision concerning the grievance.

Per-27 Disciplinary Action

1. The Board expects all library employees to conduct themselves in the performance of their duties in a professional manner and in a way which reflects well on the library as an important and respected institution in the community.
2. The board considers the following to be unacceptable conduct on the part of its employees:
 - a) Being rude to patrons
 - b) Being absent without leave

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- c) Unauthorized use of library property to his/her own benefit
 - d) Breach of confidentiality and trust
 - e) Contravention of Library Board policy.
3. The CEO shall document and ensure that the unacceptable nature of such conduct is immediately brought to the attention of any employee found responsible, and shall demand that the offending conduct not be repeated.
4. For serious or repeated infractions or unacceptable conduct, the CEO shall draft a written agreement, to be signed by the employee, outlining means for improvement within a specific time frame.
5. In the event that the measures outlined in paragraphs 3 and 4 fail to resolve the problem, the CEO shall consider taking steps towards dismissal of the employee.

Per-28 Dismissal of Employee

1. The CEO may terminate the employment of any employee for just cause.
2. Every effort shall be made to assist an employee who is having difficulty doing his or her job properly. However, if all efforts fail and the employee is unable to fulfill job requirement, the interests of the library as a whole require that the employee be removed from the position.
3. The employee's problems, as well as attempts to help him or her improve, shall be carefully documented by the CEO. All such documents shall be retained in the library's personnel file for a period not exceeding one year and shall remain the property of the library.
4. Advance notice of termination in writing, or wages in lieu of advance notice, shall be given to the employee in accordance with the provisions of the current *Employment Standards Act* of Ontario.
5. No employee shall be dismissed without adequate reasons and a fair hearing.
6. The Board shall obtain a legal opinion prior to dismissing an employee.

Per-29 Resignation of Employee

Senior employees of the library shall be required to provide the Board with four weeks advance notice of their intention to resign. All others are required by law to give 2 weeks notice.

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Motion: #10

Chairperson's Signature:

1.8 PUBLIC SERVICE STATEMENT - ALL STAFF

The Library is organized and funded to provide the citizens of East Luther Grand Valley and contracting municipalities with efficient and courteous service. Therefore, every member of the community, regardless of age, colour, sex or creed must be treated in a courteous and helpful manner.

Employees should keep in mind that it is inappropriate to:

make comments or judgments about any request for information by a member of the public;

make editorial decisions about project assignments, research papers or other types of questions;

use individual employee positions to proselytize regarding social, religious or political issues;

make personal comments about individual members of the public regarding their behavior or request;

intimidate any member of the public through word or action;

refuse to attempt to provide assistance;

indicate to the patron that his/her question is trivial, bothersome, idiotic, etc.;

discuss personal matters, complaints, other staff, or work problems while in public areas.

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1.9 PUBLIC RELATIONS STATEMENT - ALL STAFF

The primary public relations goals of the library are to:

Promote and explain the library's objectives and services to governing officials, civic leaders, and the general public.

Ensure that people of all ages and backgrounds actively participate in the varied services offered by the library.

The Board recognizes that public relations involves every person who has any connection with the library. The Board urges its own members and every staff member to realize that (s)he represents the library in every public contact. Good service promotes good public relations.

The CEO and staff will be expected to make presentations and to participate in community activities. A reasonable amount of library time will be allowed staff members for preparation and speaking.

The CEO will approve any material for public release.

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COMMITMENT TO A CIVIL, RESPECTFUL WORKPLACE ENVIRONMENT AND WORKPLACE INTERACTIONS

Date of Revision/Approval: May 11, 2011 Motion #10

Chairperson's Signature

1.0 Our Commitment

The Grand Valley Public Library values all members of this workplace community. The Grand Valley Public Library is committed to ensuring that all members of this workplace community experience the following:

1. A *civil* and *respectful* workplace environment.
2. Interactions, communications and dealings with all individuals in the workplace community that are *polite, supportive, civil, constructive* and *respectful* (including but not limited to co-workers, supervisors, managers, etc.)

The Grand Valley Public Library is committed to securing, maintaining, enforcing and reinforcing a workplace environment and workplace communications and interactions that are *civil, respectful* and *value* all members of our workplace community.

1.1 Understanding the Standards of Conduct Required

Acceptable Conduct

All members of the community are to ensure that communications and interactions are pursued at all times in a *professional, businesslike, respectful* and civil manner, with regard to tone and content.

Unacceptable Conduct

All members of the community are to avoid any communications or interactions that as a result of their content or tone would be *offensive, threatening* or *embarrassing*. Conduct that is inconsistent with our commitment to a civil and respectful workplace includes but is not limited to the following:

- Yelling or screaming
- Volatile displays of temper or anger
- Rude, demeaning and belittling remarks directed at anyone in the workplace
- Directing foul and abusive language to anyone in the workplace
- Criticism of an employee or employee's work in an angry, volatile or public manner
- Threatening an employee either verbally or in writing
- Attempting to undermine the reputation or the relationship of an employee with co-workers by disparaging remarks.

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COMMITMENT TO A CIVIL, RESPECTFUL WORKPLACE ENVIRONMENT AND WORKPLACE INTERACTIONS

1.2. The Law

Legal developments require employers to provide civil and respectful workplace environments and interactions. The law requires all workplace participants (*employees, supervisors, managers*) to contribute to civil and respectful workplaces by ensuring that their individual dealings and interactions with each other are consistent with the required standards of conduct. The law prohibits ***personal harassment***, which is conduct that exposes employees to abusive, hostile, uncivil or disrespectful workplace dealings (*yelling, screaming, belittling, demeaning, berating*). Those who expose other members of the workplace community to personal harassment risk legal liability, including damages. They will also be subject to corrective disciplinary action.

1.3 Our Shared Responsibilities as a Workplace Community

We have a mutual interest and shared responsibilities in connection with securing and maintaining a civil and respectful workplace environment and workplace interactions:

a) **Our Commitment as an Employer:**

The Grand Valley Public Library is committed to ensuring all employees contribute to a civil and respectful workplace environment by pursuing the following initiatives:

- i. Ensuring all members of this community (employees, supervisors, managers) understand the standards of conduct expected of them.
- ii. Enforcing acceptable conduct. Anyone who engages in communications or conduct falling below the standards discussed herein will expose themselves to corrective counseling and discipline.

b). Responsibilities of Supervisors and Managers:

Given your responsibility for other employees, you are responsible for ensuring the following:

- i. That at all times your dealings with employees and with each other are conducted in a civil, respectful and professional Manner.

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COMMITMENT TO A CIVIL, RESPECTFUL WORKPLACE ENVIRONMENT AND WORKPLACE INTERACTIONS

b) Responsibilities of Supervisors and Managers cont'd :

- ii. Taking the necessary steps to ensure that employees conduct themselves in a manner consistent with our commitment to a civil and respectful workplace. This includes responding to any incidents of conduct falling below the standards outlined in this policy that come to your attention.

1.1 Responsibilities of Employees:

- i. Communicating and interacting with your co-workers, managers and supervisors in a civil, courteous and respectful manner.
- ii. Communicating to your peers or persons in authority (supervisors and managers) or human resources any concerns you have of being exposed to any concerns you have of being exposed to any communications or interactions inconsistent with our commitment to a civil and respectful workplace.

A civil, respectful and supportive work environment in which all members of this workplace community feel secure, respected and valued is secured and maintained when we commit as a community to such an environment.

A Grievance Procedure is in place (see page 93) as recourse for any employee.

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Chair signature:

Working Alone

Applicable Legislation:

Occupational Health and Safety Act, (OHSA).

Intent: To ensure appropriate supervisory due diligence and to promote safe work procedures for the health and safety of persons working alone.

Requirements of the Occupational Health and Safety Act (OHSA)

Duties of employers/supervisors:

- (a) Provide information, instruction and supervision to a worker to protect the health or safety of the worker;
- (b) Acquaint a worker or a person in authority over a worker with any hazard in the work and in the handling, storage, use, disposal and transport of any article, device, equipment.
- (c) Take every precaution reasonable in the circumstances for the protection of a worker.
- (d) Where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker.

Working Alone

Definitions:

Accident an incident that results in personal injury or property damage.

Buddy system a system of organizing employees in work groups so that each employee of the work group is designated to be observed by at least one other employee in the work group.

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<i>Critical injury</i>	<i>an injury of a serious nature that places life in jeopardy, produces unconsciousness, results in substantial loss of blood, involves fractures or amputations, burns to major portions of the body or loss of sight.</i>
<i>Incident</i>	<i>an unplanned event.</i>
<i>Safety</i>	<i>a documented plan of prescribed safe work procedures to prevent accidents and minimize misfortune.</i>
<i>Worker</i>	<i>includes employees, students and persons in an unpaid status who are performing authorized work under the supervision of an employee.</i>
<i>Working alone</i>	<i>those work situations where an employee is not directly supervised and, in the event of critical injury, health impairment, victimization, or other foreseeable life-threatening emergency, assistance is not readily available.</i>

Working Alone

Policy:

1. Working alone situations shall be identified and assessed co-operatively by supervisors and their employees.
2. Working alone safety procedures shall be documented and reviewed annually. The procedures shall identify the occupational hazards, procedures for personal safety, and the procedures for reporting and securing emergency assistance in the event of an incident.
3. Copies of working alone safety procedures shall be provided by supervisors to the employees who are required to work alone.
4. Supervisors shall provide on-going training and instruction to employees for their working alone situations.

Guidelines:

Many jobs have working alone situations. Employees and their supervisors must work together to develop safe work procedures. It is essential that the working conditions or circumstances that present high foreseeable personal safety risks be assessed so the probability of misfortune can be minimized.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

Supervisors and employees must evaluate together work alone situations and must consider the following risk factors for working alone:

- a) Tasks and associated hazards involved in the work to be performed;
- b) Consequences resulting from a “worst case” scenario;
- c) Possibility that a critical injury or incident could prevent the employee from calling for help or leaving the workplace;
- d) Emergency response time;
- e) Worker’s training and experience’
- f) Worker’s physical handicaps or medical conditions;
- g) The time or shift when on the job
- h) Whether the worker is accustomed to working alone.

Working Alone

Supervisors shall provide written working alone safety procedures for the safety and security of persons working alone. Safety procedures shall include:

- a) Identification of the risks or hazards in the environment where the work is to be done.
- b) Procedures to eliminate or minimize the identified risks.
- c) Methods of communication by which workers can secure emergency assistance, and how emergency assistance will be provided in the event of incidents or accidents.
- d) Confirmation where and when working alone is permitted.
- e) Promote dialogue about working-alone and personal safety issues.

Working Alone Procedures

Overview: Working alone situations may occur in the following situations.

- Staff may work alone on a regular basis
- Staff may also find themselves in working alone situations when :
 - Coming into work early or working late;
 - Coming into work to empty the drop box
 - Engaged in outreach
 - In transit to a meeting

Staff who come into work early or stay late should notify their supervisor in advance. Staff working alone should have their supervisor’s permission and should check in with a co-worker. The potential hazards that might arise while working alone are accidents (automobile accidents, slips, trips and falls), fire, health issues (illness, choking) and the risk from other people.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

Working Alone

Rationale:

Recognizing that working alone may be a higher than normal risk activity every reasonable step will be taken to minimize this risk.

Staff Member Responsible: All Library Staff

Procedures:

To address the hazards from working alone the following measures have been put into place.

- Working alone requires you to take charge of your own personal safety. Set up a “fail safe” check back plan. Inform your spouse or friend about your work location and when you will return. If you are working alone during closed hours keep the doors locked.
- When leaving the building, scan the parking lot and make sure that it is safe to exit.
- Phone the Municipality to deal with maintenance issues, the lack of snow removal or burnt out exterior lights.
- Carry your car keys in your hand. You can use them to set off the alarm in your car.
- Park close to the building.
- Check your car to make sure that no one is in the back seat or under your car.
- Think about your escape route.
- Discuss any safety/security concerns with your supervisor. Staff have a right to refuse unsafe work.
- Complete an incident report after a situation where you felt unsafe so this issue can be addressed.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

Date of revision: May 11, 2011 Motion: #10

Chairperson's Signature:

1.2 JOB DESCRIPTION, CEO, CHIEF LIBRARIAN

GENERAL DESCRIPTION

Reporting to the Grand Valley Public Library Board, the Chief Executive Officer of the library is responsible to the Board for the administration, organization and planning of all library operations and services in accordance with policies established by the Board; advises the Board and makes recommendations concerning new policies and services; serves as secretary/treasurer to the Board; serves as the Board's representative to the community, to professional organizations and to government agencies.

The Public Libraries Act, R.S.O. 1990,c.p.44 states that :

“A board shall appoint a chief executive officer who shall have general supervision over and direction of the operations of the public libraries and its staff, shall attend all board meetings and shall have the other power and duties that the board assigns to him or her from time to time.” Section 15(2)

Qualifications

A library and Information Techniques Diploma from a recognized Community College with related experience in the library field or a Masters in Library Science from an accredited school of library science. Minimum of five years experience in a public library supervisory capacity. Familiarity with public library organization in Ontario, modern library service concepts and library administration. Ability to supervise people, control budgets, plan for library development, initiate change and maintain a close liaison with the media and relevant community organizations to ensure that the library's goals and objectives are in the best interests of the community.

Special Requirements

Skilled at interpreting and implementing Board policy.

Knowledge of library operations and management as normally gained through a college or university degree.

Excellent oral and written communications skills to deal with the public and interact with members of the larger library community.

Research analytical skills to select and examine relevant sources of information and extract required data.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.2 **JOB DESCRIPTION, CEO, CHIEF LIBRARIAN**

Special Requirements cont'd

Self-development in appropriate skills through participation at workshops, seminars, etc., and professional reading research.

Administrative skills to organize and coordinate library services.

Technical skills for classifying and cataloguing material.

Supervisory skills to hire and manage library personnel.

Knowledge of financial management practices to manage and monitor library budget and finances.

Knowledge of software/hardware required to keep abreast of technological aspects in the electronic environment.

DUTIES AND RESPONSIBILITIES

EXECUTIVE

Secretary to the Board

The Board employs the CEO as the secretary to the Board.

Prepares the agenda in consultation with the chair.

Notifies members of the Board of meetings.

Attends all Board meetings as well as assigned Council meetings.

Records the minutes of all general and special meetings of the Board and its committees, ensures that the minutes reflect fully and accurately the business as transacted.

Distributes minutes, agenda, financial report, and any relevant material prior to the next meeting. Distributes minutes to council monthly and financial report to council quarterly.

Maintains an up-to-date list of members, constitution, by-laws, approved policies, and other material required for reference or orientation of new Board members, and has these available at meetings.

Assists the presiding officer with points of order and the general conduct of the meeting, as well as reminding members of specific tasks that were assigned.

Reports all correspondence received by the Board and replies in accordance with Board wishes.

Prepares monthly report of library statistics.

Prepares monthly report related to operations, staff, building and other items of interest/concern.

Prepares annual statistics.

Completes annual Provincial survey (required for Provincial Grant purposes).

Prepare regular reports of library use.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.2 JOB DESCRIPTION, CEO, CHIEF LIBRARIAN

Treasurer to the Board

Manages the finances of the Board within the approved budget and keeps complete and accurate records of these using Quickbooks, makes regular monthly and quarterly reports and an annual report on the state of finance to the Board.

Identifies needs for special funds, locates sources and on behalf of the Board prepares applications for same.

Maintains petty cash fund of fines, photocopies and fax's.

Prepares the financial records for annual audit.

Assists in development of fiscal policy.

Prepares a preliminary budget for Board approval.

Presents budget to municipal councils with library board chair.

Acts as joint signatory of cheques, bank accounts, and other monetary functions.

Prepares Request for Tender and Request for Quote Documents.

POLICY

Administers the library in accordance with the policies formulated by the Board.

Reviews existing policies and recommends changes/additions.

Develops new policy in consultation with the Board.

Coordinates and participates in long-term planning in conjunction with the Board.

HUMAN RESOURCES

Advertises for, interviews, selects and hires staff and volunteers for Board approved positions.

Prepares staff job descriptions.

Develops personnel policies for Board approval.

Designs and implements personnel procedures.

Directly supervises all Grand Valley Library staff and volunteers.

Conducts performance appraisals of all staff and volunteers.

Disciplines and dismisses employees and volunteers.

Ensures adequate and ongoing training of all staff through on-site training, OLA conferences, OLA online workshops, EXCEL courses, and appropriate workshops.

Maintains personnel files for all employees.

Acts as liaison between the Board and staff.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.2 JOB DESCRIPTION, CEO, CHIEF LIBRARIAN

LIBRARY OPERATIONS & PROGRAMS

Material Resources

Selects and procures books, magazines, newspapers, audio visual material, software for electronic information, and other material for library collection as specified by the book selection policy, with input from staff and within the confines of the budget.

Selects and procures supplies and equipment.

Maintains local history and lateral files.

Ensures the maintenance and repair of all library books and equipment, including audio visual equipment and ensures the proper use of all equipment.

Organizes library material by cataloguing, classifying and maintaining an efficient administration system for all materials. Ensures that library materials are maintained in excellent condition by regular weeding, replacement and repair of old, missing or damaged materials.

Coordinates periodic inventory of collection.

Orders all newspaper/magazine subscription for the library and maintains subscriptions as required.

Keeps statistical information on purchases in each area of the collection and on total collection size.

Public Service and Programs

Designs and implements library services and programs appropriate to the needs of the citizens of East Luther Grand Valley and catchment area including : Story Time, March Break Children's Programs, Workshops, Summer Programming, Summer Reading Program, etc.

Deals with complaints, problems and suggestions and recommends appropriate action to the Board.

Represents the library to the community at interlibrary meetings as well as various community groups, both informally and formally.

Works with all levels of staff and other departments to discuss the requirements for library and information services and methods of implementation of same.

Network with various community and regional agencies, service providers, businesses and Municipal Council to build good partnerships and cooperative ventures.

Sits on the East Luther Grand Valley Healthy and Safety Committee.

PERSONNEL

1.2 JOB DESCRIPTION, CEO, CHIEF LIBRARIAN

Public Service and Programs cont'd

Supervises/maintains reference and information services, assists patrons in locating materials.

Provides and supervises community information to patrons as accurately as possible.

Provides and supervises readers advisory to adults and children.

Long and short term planning:

Ensures that on-going planning takes place at the Library for key budgetary or operation issues.

Plans include but are not limited to Three Year Strategic Plan; Staff Development Plan; Technology Plan; Capital Assets Inventory and Refurbishing Plan, Collection Development Plan; Marketing Plan.

Ensures appropriate consultation with the public, staff and other stakeholders.

Reviews plans with Library Board and seeks their approval as necessary.

Ensure plans are implemented and that budgetary implications are integrated into annual capital and operating budgets.

Monitors and communicates progress to appropriate stakeholders.

Automation/Technology

Identifies automation needs of the library and recommends appropriate hardware/software.

Prepares grant applications and request for quotes.

Supervises installation of hardware/software or performs installation.

Acts as system administrator, including basic trouble shooting.

Identifies staff training needs and provides courses/training were appropriate.

Provides reference service using the Internet.

Purchases access to appropriate online databases within the scope of the budget.

Downloads MARC records from E-Mail attachments to floppy and then to library database.

Supervises and conducts interlibrary loan.

Subscribes to four listservs related to the library field. i.e. Technology listserv, Ontario Library Association, Association of Public Libraries of Ontario.

Purchases/installs software updates. (Semantic, Quickbooks, etc.)

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.2 JOB DESCRIPTION, CEO, CHIEF LIBRARIAN

Legal

Ensures Board's operation conforms to the requirements of the Public Library Act.

Enters into contracts on behalf of the Board. (i.e. air/heat maintenance, outside maintenance, software support, insurance)

Responsible for administration of Municipal Freedom of Information and Protection of Privacy Act; acts as FOI Officer for the Board.

Other

Supervises the physical plant of the library and grounds to ensure safety, efficiency and maintenance of the building.

Maintains circulation and membership records necessary for administrative purposes and Annual Survey of Public Libraries.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.3 CHIEF EXECUTIVE OFFICER - PERFORMANCE REVIEW

The performance of the Chief Executive Officer shall be reviewed regularly, at least on an annual basis. The review will ensure that the CEO is managing the library according to Board policies. The planning process is an integral part of the review and will coordinate the Board's and the CEO's goals and objectives.

PROCEDURES

The Performance Review will be undertaken by the Chair of the Board, and the Chair of each of the committees (Personnel Administration and By-Laws, Advocacy, Information Technology/Communications). The Chief Executive Officer is responsible for his/her own performance and is entitled to know:

the performance of him/her;
how he/she is performing; and
the resources available to him/her to attain the expected performance.

The review will begin in October when the Review Team and the CEO meet informally to discuss their observations about the library and the CEO's and the Board's efforts in achieving their goals and objectives.

The Review Team and the CEO each complete an evaluation form.

The Review Team will then meet with the CEO to formalize the written evaluation.

The Review Team and the CEO will review their goals and objectives for the coming year.

Performance is to be assessed with reference to the following:
previous year's goals and objectives;
current job description; and
results achieved.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.3 CHIEF EXECUTIVE OFFICER - PERFORMANCE REVIEW CONT'D

Performance review reports are:
treated as confidential ; and
made available only to the CEO, and the Review Team.

A verbal summary shall be presented to the Board at its November meeting with a recommendation for ratification.

Copies of the completed performance review shall be kept in the CEO's personnel file.

When the Chief Executive Officer's performance falls below the expected level, the Chief Executive Officer must be so informed with written details of the way in which performance is judged to be unsatisfactory. An unsatisfactory performance review shall be followed by another performance review in three months time. If no improvement is shown at the second performance review a third performance review shall be undertaken after another three month period. If the Chief Executive Officer still has not improved his/her performance to meet the requirements of the position the Board will consider action to dismiss.

Should the majority of the Review Team be unable to reach consensus on the Chief Executive Officer's performance or the Board be unable to accept the Review Team's report or the Chief Executive Officer wants to appeal the Review Teams findings, then the Board shall request the use of a facilitator from the Southern Ontario Library Service to aid in the resolution of the matter.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

CEO PERFORMANCE REVIEW FORM

This performance review consists of five parts:

1. Review data.
2. Review of performance against stated objectives for the review period.
3. Articulation of objectives for the next review period.
4. Summary comments, recommendation(s) to the Board from the committee, and signatures.
5. Summary comments from the CEO and signature.

PART 1: REVIEW DATA

Chief Executive Officer's Name: _____

Date of Hire: _____

Date Assigned to Present Position: _____

Date of Last Performance Review: _____

Last Performance Review Prepared By: _____

Period Covered by Current

Performance Review: _____

Current Performance Review Prepared By: _____

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

CEO PERFORMANCE REVIEW FORM

I. MEETING OPERATIONAL OBJECTIVES

Consider the following:

Address the full range of tasks within the responsibility and authority of the position re:
job description:

- general administration (office and policy)
- financial administration
- Board and committees
- planning and implementation
- public relations

Understands operational objectives, policies and procedures, and manages effectively within them.

Personal objectives as it applies.

EVALUATION:

NOTES FOR DEVELOPMENTAL OBJECTIVES:

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

CEO PERFORMANCE REVIEW FORM

II. MANAGEMENT OF HUMAN RESOURCES

Consider the following:

- selects staff wisely
- functions within the Human Rights Code and relevant legislation (Employment Standards Act etc.)
- directs staff towards the attainment of operational objectives
- achieves results based on skills/knowledge of subordinates
- delegates tasks within skills/knowledge of subordinates
- conducts regular performance evaluation of subordinates(written, if appropriate)
- provides subordinates with clear, continuous, and constructive feedback relating to their performance
- acts as a role model for subordinates

EVALUATION:

NOTES FOR DEVELOPMENTAL OBJECTIVES:

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

CEO PERFORMANCE REVIEW FORM

III. PLANNING, ORGANIZATION AND PROBLEM SOLVING:

Consider the following:

- plans and organizes effectively as demonstrated by: gathering data; analyzing data; setting priorities; assessing alternative courses of action with respect to cost benefits, long and short term implications and precedent setting; developing written action plans with deadlines and accurate cost estimates; implementing the plans and evaluating the results
- demonstrates effective personal time management
- achieves timely and accurate results
- anticipates and deals with problems before they become crises
- responds creatively to problems
- follows up to ensure problem has been solved and in the most effective way

EVALUATION:

NOTES FOR DEVELOPMENTAL OBJECTIVES:

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

CEO PERFORMANCE REVIEW FORM

IV. INTERPERSONAL RELATIONS AND COMMUNICATIONS:

Consider the following in regard to relationship with Board, Staff, and external agencies:

- communicates to those who need to know using the appropriate communications techniques
- Communicates decision rationale
- demonstrates willingness to negotiate when appropriate
- maintains effective two-way communication within and outside the library system
- is able to resolve conflict
- is sensitive to the feelings of others
- is receptive to the ideas of others
- gives credit to others for their contribution and performance.

EVALUATION:

NOTES FOR DEVELOPMENTAL OBJECTIVES:

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

CEO PERFORMANCE REVIEW FORM

V. PROFESSIONAL QUALITIES AND COMPETENCIES:

Consider the following:

- is aware of changes and developments in the profession

the application of general library skills and knowledge.

QUALIFICATIONS

Must have a high school diploma and/or working towards an EXCEL certificate or Library and Information Technician diploma.

Three years experience working in a library environment.

Ability to work independently, exercise good judgment when making decisions.

Ability to work effectively with the public and co-workers.

Must show an interest in upgrading of skills through workshops and library related courses.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT II **DUTIES AND RESPONSIBILITIES**

Assumes responsibility of the library in the extended absence of the CEO. i.e. holiday, sick leave, training and development.

Opens and closes the Library

Technical Services

Locates, collects, sorts and shelves library materials. Conducts inventory, shelf reading, and collection-shifting projects as required.

Repairs books and other materials
Processes new materials
Prints list of new materials
Downloads MARC records to CD
Uploads records to database
Checks MARC records and edits if necessary
Checks new materials against master list
Reserves materials that patrons have requested
Stamps books
Affixes genre labels
Prints barcodes and affixes to new material
Processes Books on CD and DVDs into appropriate cases, label, CHV Rating
Processes magazines for circulation. Check off list and affix barcode.
Helps select material for weeding/delete fines and MARC records from database
Original cataloguing of material (books, dvds, etc.)

Overdues

Assists with overdues.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION –LIBRARY ASSISTANT II

DUTIES AND RESPONSIBILITIES CONT'D

Interlibrary Loan (Online)

Requests library materials online
Processes materials to be received and returned on computer
Orders microfilm from Ontario Archives and National Archives
Packages material for courier
Contacts customers to pick up material or when unable to locate material
Processes material to be lent to other libraries including books to be mailed to Northern Libraries.
Sends monthly interlibrary loan usage statistics to SOLS
Prints monthly interlibrary loan usage statistics for CEO
Maintains ILL database of all requests (sent to other libraries and received from other libraries)

Sends in Postage Reimbursement twice a year to SOLS.
Sets up and instructs customers in Customer Initiated ILL

Email

Checks sends and answers emails daily for requests from other libraries looking for specific material.

Answers Genealogy requests

Requests material not found on VDX by email.

Circulation and Customer Service

Checks in/out materials at front desk

Collects fines

Renews materials

Registers new customers

Renews/updates customer memberships

Instructs customers in basic computer skills (word, excel, internet)

Phones reserves

Answers phone inquiries. i.e. renewals / requests for information / homework help / reader's advisory.

Sends faxes for library customers

Photocopy for library and customers

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT II

DUTIES AND RESPONSIBILITIES CONT'D

Computers and equipment

Basic troubleshooting

Downloads software updates

Searches on library database for material

Keeps track of photocopying tabs for volunteer groups

Provide instruction on how to use LCD projector/Microform Reader/Printer

Provide instruction to customers in the use of online databases and setting up user accounts i.e. Ebsco – Ebooks and Eaudio / Tumblebooks / Overdrive / Customer Initiated Interlibrary Loan.

Provides instruction to customers in the use of e-devices. Kobo, Kobo Touch, Soney eReader, and Blackberry Playbook.

Reader's Advisory/Reference/Community Information

Provides reader's advisory.

Assists customers in locating material within the library and online i.e. government documents such as passports, health cards, birth certificates, etc.

Provides community information.

Website

Maintains the Library website

Updates the volunteer organization websites

Monitors the website and makes changes as needed

Creates new pages for upcoming events

Monitors activity on Facebook account

Checks administration account for usage on Tumblebooks/Ebsco/Net Library.

Children's Services

Plans and implements all children's programs (Baby Time/Toddler Time, Story Time, Cocoa Club) (activities, crafts, songs)

Prepares advertising for the children's programs. Flyers, posters.

Keeps statistics on attendance.

Helps plan summer programs.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT II

DUTIES AND RESPONSIBILITIES CONT'D

Other duties as required:

Takes courses to upgrade skills, attends workshops and conferences.

Recommends materials for purchase.

Promotes the Library by preparing quarterly newsletters, setting up in-library displays and producing flyers and posters for library events.

Garbage/blue box

Waters plants when CEO is away

Picks up mail when CEO is away

Makes bank deposits when CEO is away

Assists with training of new staff.

Makes reservations for use of program room and other library resources.

The list of duties and responsibilities outlined above is representative and not a complete and detailed list of tasks, which may be performed by an employee whose position has been matched

to this job description.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

Date of Revision: **October 24, 2012** **Motion #10**

Chairperson's Signature:

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT I

GENERAL DESCRIPTION

This employee performs a variety of technical duties and assigned public duties requiring the application of general library skills and knowledge.

QUALIFICATIONS

Must have a high school diploma and/or working towards an EXCELL certificate or Library and Information Technician diploma.

Three years experience working in a library environment.

Ability to work independently, exercise good judgment when making decisions.

Ability to work effectively with the public and co-workers.

Must show an interest in upgrading of skills through workshops and library related courses.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT I

DUTIES AND RESPONSIBILITIES

Assumes responsibility of the library in the absence of the CEO. i.e. holiday, sick leave, training and development.

Opens and closes the Library

Technical Services

Locates, collects, sorts and shelves library materials. Conducts inventory, shelf reading, and collection-shifting projects as required.

Repairs books and other materials

Processes new materials

Checks new materials against master list

Reserves materials that patrons have asked for

Stamps books

Affixes genre labels

Prints barcodes and affix to new material

Processes Books on CD and DVDs into appropriate cases, label, CHV Rating

Processes magazines for circulation. Check off list and affix barcode.

Helps select material for weeding/delete fines and MARC records from database

Overdues

Organizes overdues. Prints overdue lists, phones overdues, prepares overdue notices for mailing, maintains records, deletes materials not returned and records deleted items on customer accounts. Prepares and sends invoices for lost and damaged books.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT I

DUTIES AND RESPONSIBILITIES CONT'D

Interlibrary Loan (Online)

Requests library materials online

Processes materials to be received and returned on computer

Packages material for courier

Contacts customers to pick up material or when unable to locate material

Processes material to be lent to other libraries including books to be mailed to Northern Libraries.

Sets up and instructs customers in Customer Initiated ILL

Email

Checks sends and answers emails daily for requests from other libraries looking for specific material.

Answers Genealogy requests

Requests material not found on VDX by email.

Circulation and Customer Service

Checks in/out materials at front desk

Collects fines

Renews materials

Registers new customers

Renews/updates customer memberships
Instructs customers in basic computer skills (word, excel, internet)
Phones reserves
Answers phone inquiries. i.e. renewals / requests for information / homework help / reader's advisory.
Sends faxes for library customers
Photocopy for library and customers
Keeps track of photocopying tabs for volunteer groups

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.4 JOB DESCRIPTION – LIBRARY ASSISTANT I

DUTIES AND RESPONSIBILITIES CONT'D

Computers and equipment

Basic troubleshooting
Searches on library database for material
Provides instruction on how to use LCD projector/Microform Reader/Printer
Provides instruction to customers in the use of online databases and setting up user accounts i.e. Ebsco / Net Library – Ebooks and Eaudio / Tumblebooks / Overdrive / Customer Initiated Interlibrary Loan.
Provides instruction to customers in the use of e-devices. Kobo, Kobo Touch, Soney eReader, and Blackberry Playbook.

Reader's Advisory/Reference/Community Information

Provides reader's advisory.
Assists customers in locating material within the library and online i.e. government documents such as passports, health cards, birth certificates, etc.
Provides community information.

Other duties as required:

Takes courses to upgrade skills, attends workshops and conferences.

Recommends materials for purchase.
Setting up in-library displays and producing flyers and posters for library events.
Garbage/blue box
Waters plants when CEO is away
Supervises, trains and schedules student volunteers.
Makes reservations for use of program room and other library resources.

The list of duties and responsibilities outlined above is representative and not a complete and detailed list of tasks, which may be performed by an employee whose position has been matched to this job description.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.6 JOB DESCRIPTION – PART-TIME PAGE

GENERAL DESCRIPTION

This employee performs duties related to the shelving of books.

QUALIFICATIONS

High School.
Ability to work independently.
Ability to work effectively with coworkers.

DUTIES AND RESPONSIBILITIES

May phone for overdue materials.

Reads and faces shelves.

Shelve books and all other library material.

Assist with the preparation of crafts for children's programs.

Repair Books.

Keep library in neat and orderly condition.

Perform related duties as required.

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL

1.7 JOB DESCRIPTION - CUSTODIAN

If the need arises, the opening for the position of custodian shall be advertised in the local newspaper. An experienced cleaner is preferred and a three month probationary period shall be enforced. The custodian shall be paid monthly.

Cleaning duties to be arranged with CEO.

Duties - Twice a Week

Vacuum

Dust

Clean washrooms, sinks

Empty garbage

Wash quarry tile in bathrooms, kitchen, entrance and exits

Clean glass doors and interior glass.

Spot-clean carpet

Clean book shelves in the library.

Empty vacuum when necessary and report any breakdowns to the CEO

Clean "walk in grids" weekly

Keep mechanical, electrical and janitor's room tidy.

Supplies toilet paper, paper towels, soap, sanitary napkins, and cleaning materials.